

ATTORNEY DOCKET
IEX 2046000

PATENT APPLICATION
SERIAL NO. 09/504,330

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Leamon
Serial No.: 09/504,330
Filed: February 14, 2000
Examiner: Cuong H. Nguyen
Group Art Unit: 3625

71/Prab
10/30/03

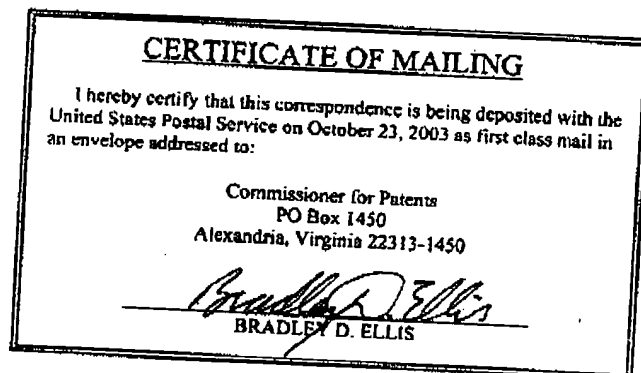
Title: **METHOD AND SYSTEM FOR SKILLS-BASED PLANNING
AND SCHEDULING IN A WORKFORCE CONTACT
CENTER ENVIRONMENT**

FAX RECEIVED

OCT 27 2003

GROUP 3600

Commissioner for Patents
PO Box 1450
Alexandria, Virginia 22313-1450



PRELIMINARY AMENDMENT

Dear Sir:

Please reconsider the above-referenced application ("Application"):